

# Mecklenburg County Public Health Service & Program Directory

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SPRING 2017

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This directory is intended to provide a brief overview of the services and programs provided by the Mecklenburg County Public Health Department.

A brief description of each of the programs and services is provided, along with the contact phone number and office address.

For more information please visit:

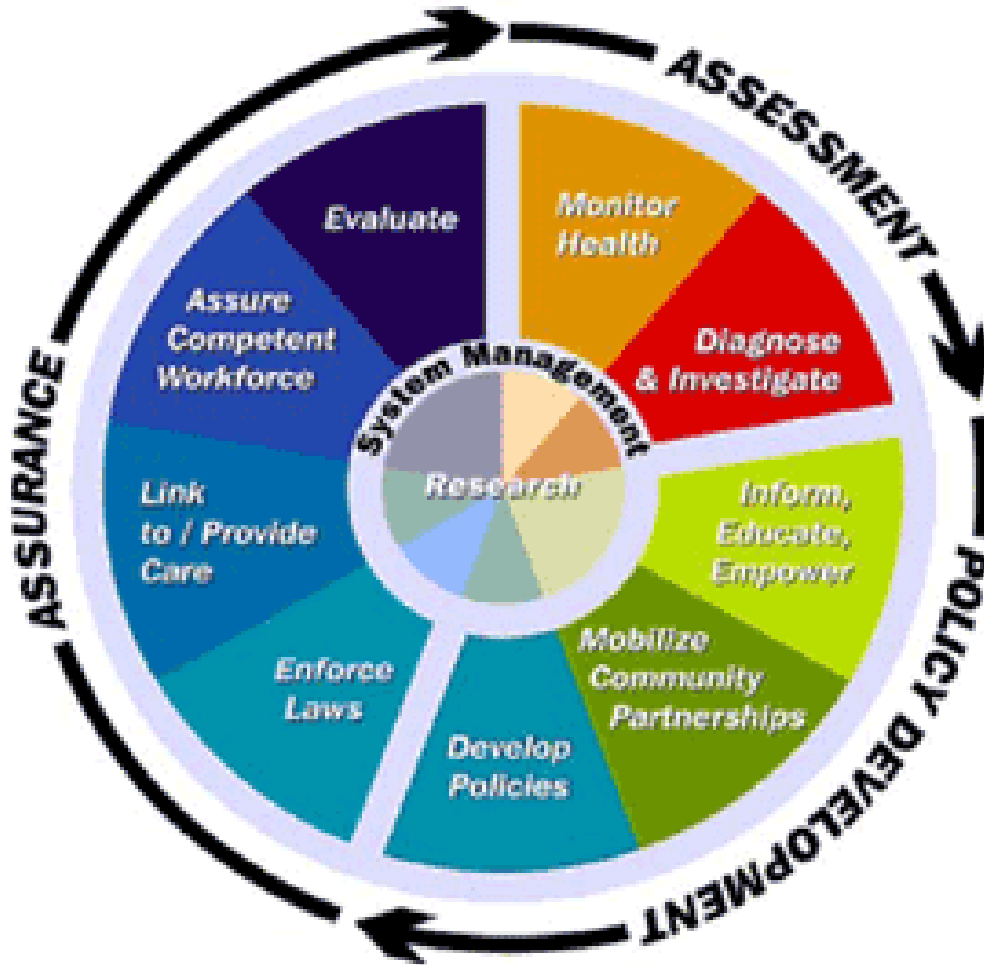
[www.meckhealth.org](http://www.meckhealth.org)

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# Our Vision & Mission

**Mission:** To promote and protect the public's health.

**Vision:** Mecklenburg County Health Department assures the health and safety of our diverse and changing community today and for future generations.



**10 Essential Services of Public Health**

2015-17

# MECKLENBURG COUNTY HEALTH DEPARTMENT STRATEGIC PLAN



GOALS

Improve workforce motivation and satisfaction.

Implement comprehensive performance management framework to promote and support a culture of excellence.

Implement Chronic Disease Prevention Plan.

Identify, provide and assure prioritized, high-impact clinical preventive services.

Increase safety of food and water.

Enhance public health preparedness.

Provide quality, evidence-based school health services.

Implement health communication strategy that is effective for our diverse population.

Create a data-informed health disparities strategy.

PRIORITIES

## IMPROVE

Create a culture of performance management with quality improvement to continually increase impact and improve services.

## PROMOTE

Focus on policy, systems and environmental changes creating public spaces and programs that support individuals in making healthy choices easier.

## PREVENT

Safeguard community health through use of effective population-based practices and preparedness planning.

## ASSURE

Focus on community collaboration and linkages to improve access to care and promote health for all.

### Guiding Principles:

Collaborative

Service-oriented

Results-focused

Accountable

Innovative

Professional

Fair and Just

Trusted Authority

**Mission:** To promote and protect the public's health.

**Vision:** Mecklenburg County Health Department assures the health and safety of our diverse and changing community today and for future generations.

# What We Do May Impact You

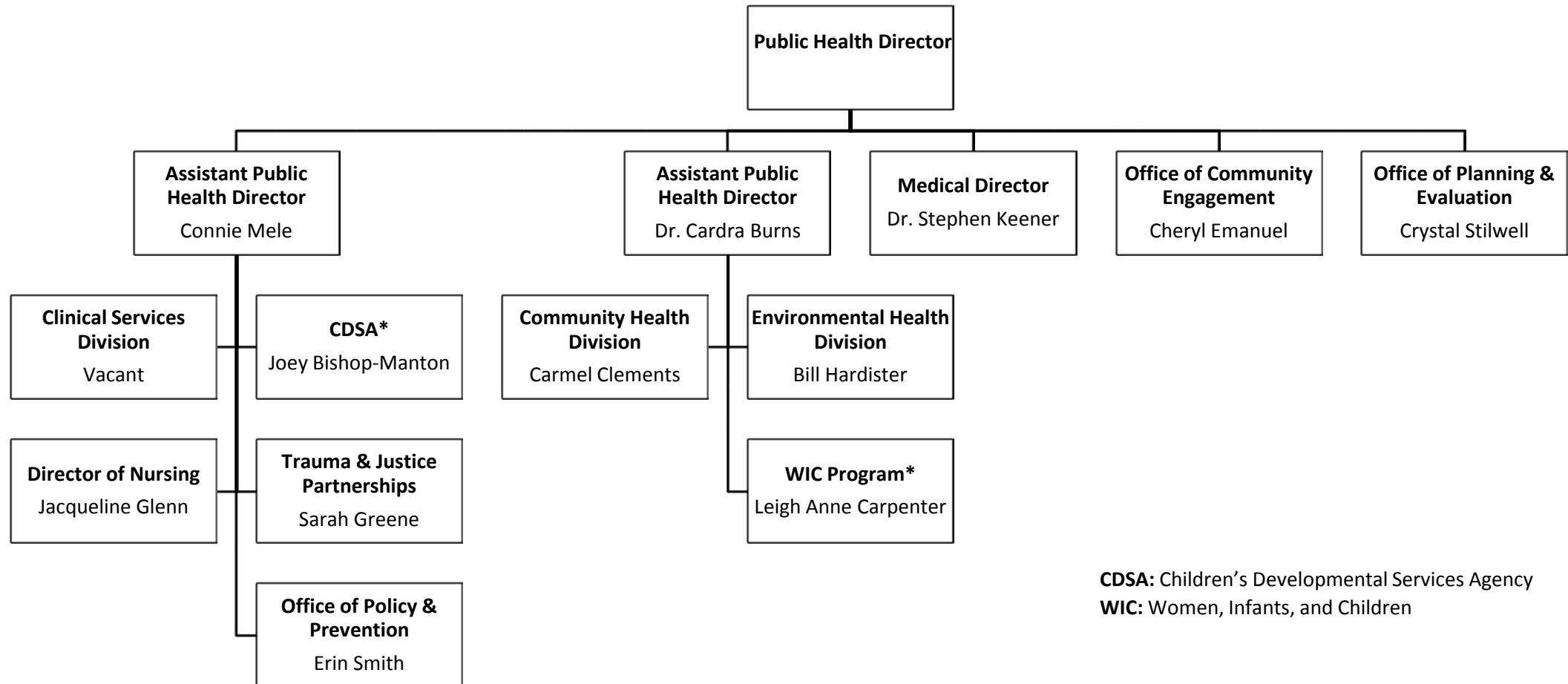
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In addition to providing clinical services, Public Health also...

- Conducts nearly 12,000 restaurant, lodging, nursing home and child care center inspections each year
- Performs close to 1,600 public pool inspections annually
- Monitors for mosquitoes that may carry Zika or other viruses
- Investigates potential cases of infectious diseases such as *E. coli* and Salmonella
- Staffs every Charlotte-Mecklenburg School with a nurse
- Registers about 27,000 birth and death certificates each year

**DID YOU**  
**KNOW** 

# Public Health Organizational Structure



# Fiscal Year 16-17 Budget: \$72,333,088

HEALTH DIRECTOR (open)		CONNIE MELE, MSN, RN ASSISTANT HEALTH DIRECTOR		CARDRA BURNS, DBA, MPA ASSISTANT HEALTH DIRECTOR	
Administration	Clinical Services	Health Policy & Behavioral Health Services	Community Health Services	Environmental Health Services	Women, Infants & Children (WIC) Program
<ul style="list-style-type: none"> <li>• 46 Employees</li> <li>○ Executive Administration</li> <li>○ Office of Community Engagement</li> <li>○ Office of Planning &amp; Evaluation</li> <li>○ Public Health Preparedness</li> </ul>	<ul style="list-style-type: none"> <li>• 174 Employees</li> <li>○ Adult Health Clinic</li> <li>○ Immunization &amp; Travel Clinic</li> <li>○ Laboratory Services</li> <li>○ Medical Records</li> <li>○ Pediatric Dental Clinic</li> <li>○ Refugee Health</li> <li>○ Tuberculosis Clinic</li> <li>○ Vital Records</li> </ul>	<ul style="list-style-type: none"> <li>• 153 Employees</li> <li>○ Children's Developmental Services Agency</li> <li>○ Office of Policy &amp; Prevention</li> <li>○ Trauma &amp; Justice Partnerships</li> </ul>	<ul style="list-style-type: none"> <li>• 372 Employees</li> <li>○ Communicable Disease</li> <li>○ Community Alternative Programs (CAP)</li> <li>○ Maternal Child Health Programs</li> <li>○ Ryan White Program</li> <li>○ School Health</li> <li>○ STD/HIV Outreach &amp; Case Management</li> <li>○ STD Investigations &amp; Surveillance</li> </ul>	<ul style="list-style-type: none"> <li>• 95 Employees</li> <li>○ Food &amp; Facilities Sanitation</li> <li>○ Groundwater &amp; Wastewater Services</li> <li>○ Pools &amp; Environmental Health Services</li> </ul>	<ul style="list-style-type: none"> <li>• 71 Employees</li> <li>○ WIC Program</li> </ul>





**Carlton G. Watkins Center**



**Northwest Public Health**



**Southeast Public Health**

# Public Health Service Locations

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## **Carlton G. Watkins Center – 3500 Ellington Street**

- Children's Developmental Services Agency, Trauma Justice Partnerships, Women Infants & Children (WIC)

## **Northwest Public Health – 2845 Beatties Ford Road**

- Clinical Services, Tuberculosis (TB)/Refugee, Women Infants & Children (WIC), HIV Outreach/Case Management, Maternal Child Health Programs

## **Southeast Public Health – 249 Billingsley Road**

- Central Administration, Clinical Services, Policy & Prevention, CAP, Healthy Families, Community Engagement





**Hal Marshall Annex**



**Hal Marshall Center**

# Public Health Service Locations (Cont'd)

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**Hal Marshall Annex – 600 N. College Street**

- School Health Administration, Ryan White

**Hal Marshall Center – 700 N. Tryon Street**

- Communicable Disease, Environmental Health

# Public Health Service Locations (Cont'd)

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**Bob Walton Plaza**



**Charlotte East**



**Clanton Road**



**CMC Biddle Point**

**Bob Walton Plaza** – 700 E. Stonewall Street

- Vital Records (Birth & Death Certificates)

**Charlotte East** – 5624 Executive Center Drive

- Women, Infants, and Children (WIC)

**Clanton Road** – 801 Clanton Road

- Women, Infants, and Children (WIC)

**CMC Biddle Point** – 1801 Rozzelles Ferry Road

- Pediatric Dental Clinic

# Programs & Services A to Z

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<a href="#"><u>Community Alternative Programs (CAP)</u></a>	34	<a href="#"><u>Office of Planning &amp; Evaluation</u></a>	14	<a href="#"><u>Tuberculosis (TB) Clinic</u></a>	23
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<sup>1</sup>Maternal Child Health Programs    <sup>2</sup>Trauma & Justice Partnerships



# Administration

- Executive Administration
- Office of Community Engagement
  - Village HeartB.E.A.T.
- Office of Planning & Evaluation
  - Epidemiology/ Health Statistics
  - Health Informatics
  - Quality & Training
- Public Health Preparedness

## 2016 State of the County Health Report

OVERVIEW OF SELECTED HEALTH INDICATORS  
FOR HICKLENBURG COUNTY





# Office of Community Engagement

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Works with cross-cultural collaborations and community-based approaches to promote health, health equity and reduce health-related disparities. Village HeartBEAT (Building Education and Accountability Together), a core initiative, engages and trains members of faith-based organizations, small businesses, and community partners in strategies to prevent chronic disease.

**Located:** Administrative Office - Southeast Public Health,  
Staff work in the community

**Contact:** (980) 314-9027



ASSURE



PROMOTE



PREVENT



IMPROVE



# Office of Planning & Evaluation

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Manages the department's strategic planning, health information, compliance, quality improvement and training initiatives. Housed within this service, the Epidemiology Program identifies, analyzes, and distributes health indicator data to staff, other county agencies, nonprofit agencies, the media and the general public.

**Located:** Southeast Public Health



# Public Health Preparedness

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Provides public health preparedness coordination and training.

**Located:** Hal Marshall Annex

**Contact:** (704) 314 - 1605





# Clinical Services

- Adult Health Clinic
- Immunization & Travel Clinic
- Laboratory Services
- Medical Records
- Pediatric Dental Clinic
- Refugee Health
- Tuberculosis (TB) Clinic
- Vital Records



# Adult Health Clinic

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Clinic includes breast and cervical cancer screenings, sexually transmitted disease clinic and family planning.

**Locations:** Southeast and Northwest Public Health

**Contact:** (704) 336-6500 (Appointment Line)





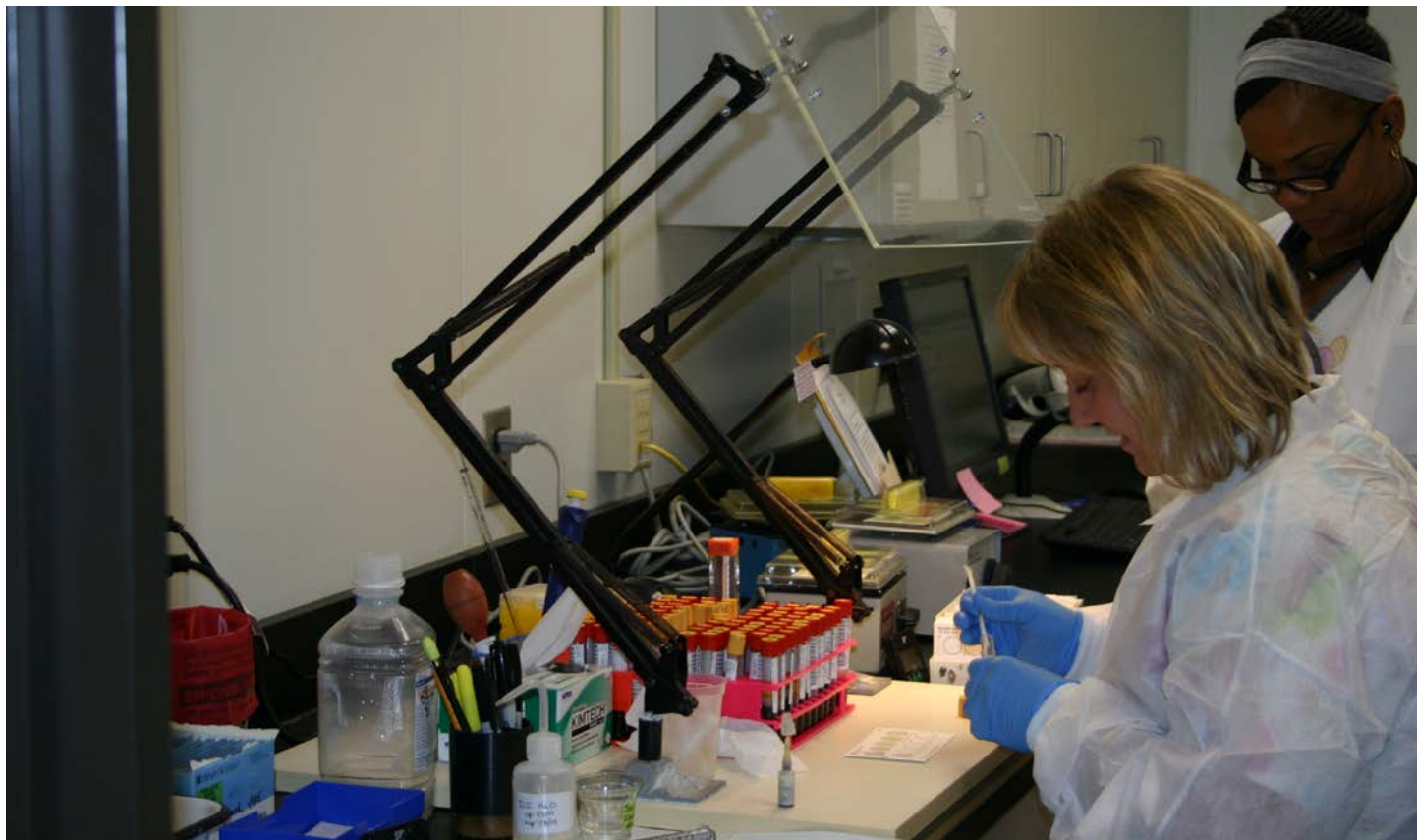
# Immunization & Travel Clinic

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Provide age appropriate immunizations to children and adults. Offers travel advice, prescriptions and needed vaccinations to travelers.

**Location:** Southeast and Northwest Public Health (Travel – Southeast Public Health)

**Contact:** (704) 336-6500 (Appointment Line)



# Laboratory Services

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Supports clinical services by providing some in-house testing, collection and transport of specimens to reference laboratories.

**Located:** Northwest and Southeast Public Health

# Medical Records

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Assures accuracy and integrity of patient record information through record management in various forms such as paper and electronic media. Responds to request for copies of patient records.

**Location:** Southeast and Northwest Public Health

**Contact:** (704) 336-6498







# Pediatric Dental Clinic

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Provides preventative and comprehensive dental treatment for uninsured and underinsured children ages 1-17.

**Located:** CMC Biddle Point

**Contact:** (980) 314-9600





# Refugee Health

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The clinic provides health exams/screening and referral for follow-up medical care. Persons who are eligible:

1. Have been processed through the US Department of Immigration and Naturalization
2. Have been granted official status as a Refugee, Parolee or Asylee
3. Are relocating to Mecklenburg County

**Location:** Northwest Public Health

**Contact:** (704) 336-6500 (Appointment Line)





# Tuberculosis (TB) Clinic

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The clinic provides services to persons suspected of or diagnosed with TB Disease of Infection, persons who request a TB skin test or need screening for TB Disease or Infection.

**Location:** Northwest Public Health

**Contact:** (704) 336-6500 (Appointment Line)



# Vital Records – Birth & Death Certificates

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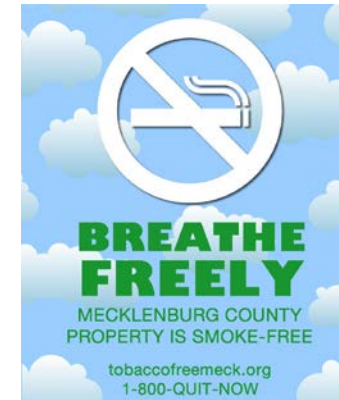
Provides Vital Records to those requesting Birth and Death Certificates.

**Located:** Bob Walton Plaza

**Contact:** (704) 336-2819

# Health Policy & Behavioral Health Services

- Children's Developmental Services Agency (CDSA)
- Office of Policy & Prevention
- Trauma & Justice Partnerships
  - Carolina Alcohol & Drug Resources (CADRE)
  - Child Development-Community Policing (CD-CP)
  - Crisis Intervention Teams (CIT)





# Children's Developmental Services Agency (CDSA)

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Works with families of Children 0 to age 3 who have developmental delays or who are at risk for developmental delays due to established medical conditions

**Located:** Carlton Watkins Center

**Contact:** (704) 336-7100





**saferoutes to school**  
charlotte-mecklenburg  
Mecklenburg County Health Department



# Office of Policy & Prevention

Program focuses on chronic disease prevention and addresses tobacco control, food access, active living, and youth engagement through policy, systems, and environmental change strategies.

**Located:** Administrative Offices - Southeast Public Health

**Contact:** (980) 314-9063



# Trauma & Justice Partnerships

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- Carolina Alcohol & Drug Resources (CADRE)
- Child Development – Community Policing (CD-CP)
- Crisis Intervention Teams (CIT)

# Carolina Alcohol & Drug Resources (CADRE)

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Provides holistic outpatient substance abuse services to individuals who are HIV positive.

**Located:** Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

**Contact:** (704) 614-3691

# Child Development – Community Policing (CD-CP)

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Program establishes a close working relationship among police officers, mental health clinicians and child protective service workers to ensure a coordinated community response to children and families experiencing neglect, abuse, and exposure to violence and other trauma.

**Located:** Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

**Contact:** (704) 614-3691



# Crisis Intervention Teams (CIT)

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A pre-booking jail diversion program, a community-based collaboration between law enforcement, mental health agencies, consumers and family members, National Alliance on Mental Illness (NAMI)-Charlotte, and Central Piedmont Community College (CPCC).

**Located:** Administrative Offices - Carlton Watkins Center, Partner with Police Divisions

**Contact:** (704) 614-3691





# Community Health Services

- Communicable Disease Control
- Community Alternative Programs (CAP)
- Maternal Child Health Programs
  - Care Coordination for Children (CC4C)
  - Child Care Health Consultants (CCHC)
  - Healthy Families Mecklenburg
  - Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
  - Newborn Postpartum (NB/PP)
  - Pregnancy Care Management (PCM)
- Ryan White Program
- School Health
- STD/HIV Outreach & Case Management
- STD Surveillance & Investigations

We want  
you to have  
a healthy baby!







# Communicable Disease Control

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Investigates, reports and controls the spread of reportable general category communicable diseases and outbreaks; provides consultation services to medical providers, child care providers, schools, veterinarians, & businesses; investigates human animal bites and animal exposure to rabies; and monitors health services in Adult Day Health facilities.

**Located:** Hal Marshall Center

**Contact:** (704) 336-2817



## Community Alternative Programs (CAP)

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Provides case management of in-home services that assist eligible Disabled Adults and Medically Fragile Children to live safely in their homes with a support system and avoid placement in an institution.

**Located:** Administrative Offices - Southeast Public Health

**Contact:** (704) 336-4674



# Maternal Child Health Programs

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- Care Coordination for Children (CC4C)
- Child Care Health Consultants (CCHC)
- Healthy Families Mecklenburg
- Improving Community Outcomes for Maternal and Child Health (ICO4MCH)
- Newborn Postpartum (NB/PP)
- Pregnancy Care Management (PCM)

# Care Coordination for Children (CC4C)

---

Provides care management to support families with children ages 0 to five, who need access to health care and social supports. Care managers assist families in promoting the health and overall wellbeing for the children.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9340



# Child Care Health Consultants (CCHC)

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Consultants assist licensed child care centers to establish policies and procedures to promote and improve the health and safety of children ages 0 to five.

**Located:** Administrative Offices - Northwest Public Health

**Contact:** (980) 314-9341

# Healthy Families Mecklenburg

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A home visiting program that provides education on healthy pregnancy, child development, healthy life choices and links to community resources. The services are provided during pregnancy and until the child is age 2 years, with the possibility of extending services to age 3 years depending on the need.

**Location:** Administrative Offices - Southeast Public Health,  
Home visiting program

**Contact:** (704) 336-5074





# Improving Community Outcomes for Maternal Child Health (ICO4MCH)

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Improving Community Outcomes for Maternal and Child Health (ICO4MCH) works collaboratively within Mecklenburg and Union Counties to improve birth outcomes, reduce infant mortality and improve health among children aged 0-5. ICO4MCH aims encourage reproductive life planning, support breastfeeding success and promote positive parenting.

**Located:** Hal Marshall Annex, staff work in the community

**Contact:** (980) 314-9595



Improving Community Outcomes for  
Maternal & Child Health

# Newborn Postpartum (NB/PP)

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Provides a home visit by a Registered Nurse (RN) to assess mother and baby. The program's goal is to complete the home visit within two weeks of delivery. The RN will provide screening and guidance to the mother and baby to promote well-being within the post-partum period.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9358





**We want  
you to have  
a healthy baby!**

# Pregnancy Care Management (PCM)

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Provides care management services for high risk pregnant women. Care managers assist pregnant women with connecting with medical homes to promote healthy outcomes for mom and baby for up to two months after delivery.

**Located:** Administrative Offices - Northwest Public Health, Staff work in the community

**Contact:** (980) 314-9358



# Ryan White Program

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Mecklenburg County is a grantee recipient of federal grant funds under Part A Ryan White Treatment Modernization Act. The Ryan White Program provides HIV-related health and support services.

**Located:** Hal Marshall Annex

**Contact:** (980) 314-1611





# School Health

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Nurses and nutritionists provide preventive, consultative, and direct health services during the school day for students attending Charlotte-Mecklenburg Schools (CMS).

**Works with:** 144,000 students across 164 CMS schools

**Located:** 164 CMS schools, Administrative Offices - Hal Marshall Annex

**Contact:** (980) 314-9550



# STD/HIV Outreach & Case Management

---

Provides education, testing, counseling and case management for HIV/AIDS & sexually transmitted diseases.

## **Located:**

- Administrative Offices at Northwest Public Health
- Staff outreach and testing in the community
- Clinic testing at Northwest and Southeast Public Health

## **Contact:**

- Outreach: (980) 314-9291 or (704) 432-TEST(8378)
- Case Management: (980) 314-9290







# STD Surveillance & Investigations

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This service provides investigations, education, and counseling for clients diagnosed with or exposed to syphilis, HIV/AIDS, and other sexually transmitted diseases

**Located:** Hal Marshall Center

**Contact:** (704) 432-1742

# Environmental Health Services

- Food & Facilities Sanitation
- Groundwater & Wastewater Services
- Pools & Environmental Health Services





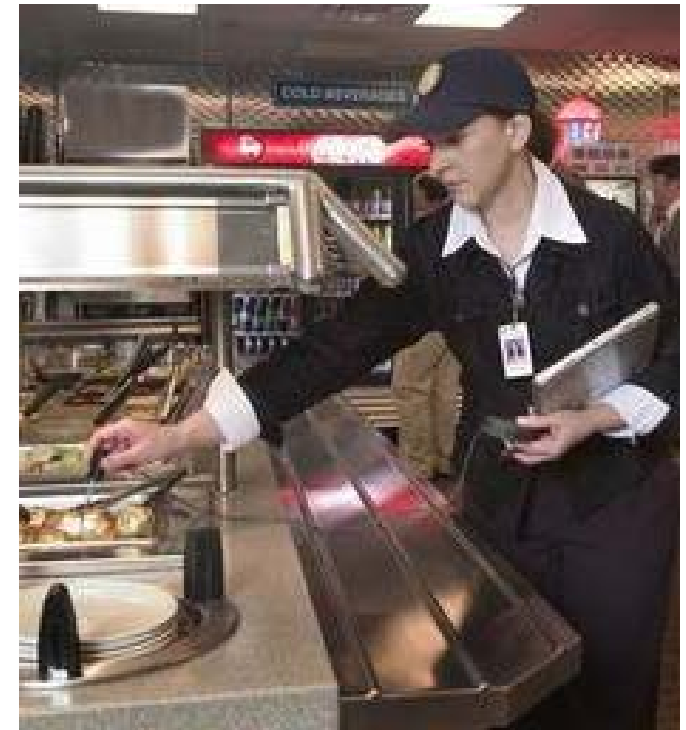
# Food & Facilities Sanitation

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Provides plan review, permitting and evaluation of restaurants, temporary foodservice, meat markets, hotels, hospitals, nursing homes, child care centers, and schools. Staff also investigate child lead poisoning cases.

**Located:** Administrative Offices - Hal Marshall Center, Staff work in the field

**Contact:** (980) 314-1620



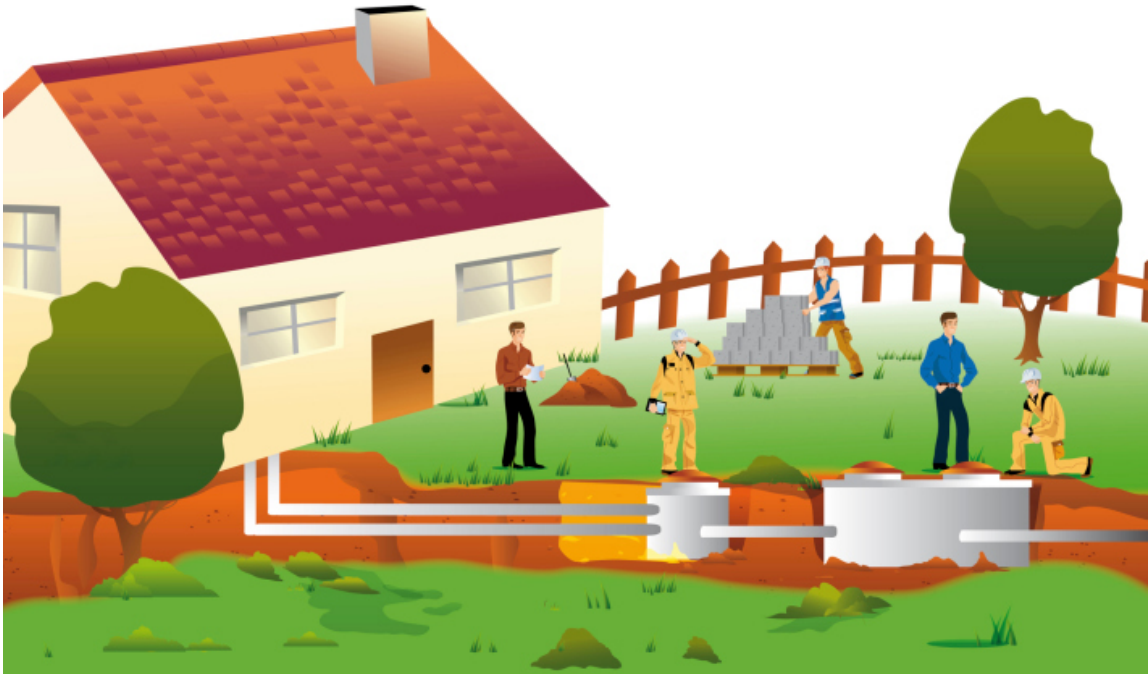
# Groundwater & Wastewater Services

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Provides plan review, permitting and evaluation of onsite wastewater (septic) systems and private wells. Staff also reduce exposure to contaminated groundwater.

**Located:** Administrative Offices - Hal Marshall Center, Staff work in the field

**Contact:** (980) 314-1680 (Well/Septic)





# Pools & Environmental Health Services

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Provides plan review, permitting and evaluation of swimming pools and tattoo artists. Staff also assist with control of mosquitoes and rats to protect public health

**Located:** Administrative Offices - Hal Marshall Center, Staff work in the field

**Contact:** (980) 314-1620



# Women, Infants & Children (WIC)

- Nutrition Education
- Food Packages
- Referrals for Health Care
- Breastfeeding Promotion & Support







# Women, Infants & Children (WIC)

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Provides basic nutrition services to eligible pregnant, breastfeeding, and postpartum women, infants and children. Services include nutritional assessment, education, and issuance of a monthly healthy food package. The Breastfeeding Program provides support for breastfeeding clients through education, peer counseling and educational material.

**Located:**

- Carlton Watkins Center
- Charlotte East
- Clanton Road
- Northwest Public Health

**Contact:** (704) 336-6500 (Appointment Line)

